Portus
Supported Housing

Compensation Policy
Version: 1.0

Safe spaces for independent living

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
09.02.2026	N/A	Customer Director	Managing Director	09.02.2027

Details of amendments

Version	Date	Update/ amendment detail	Resulting from
1.0	09.02.2026	Policy updated to reflect PSH branding, revised terminology and improved structure and clarity. Amendments made to discretionary compensation amounts for additional fuel costs and use of dehumidifiers/portable heaters. Clarification added to confirm that compensation amounts are indicative and subject to discretion. Additional guidance included on offsetting compensation against rent arrears where appropriate.	Organisational merger and alignment with regulatory and best practice guidance, including the Social Tenant Access to Information Requirements (STAIRS) and the Housing Ombudsman Complaint Handling Code (2024).

Approved by

Executive Team	**03.03.2026**
Board	N/A

1. Introduction

Portus Supported Housing (PSH) is a registered provider of supported housing. Customers hold Assured Shorthold Tenancies. PSH provides landlord services including housing management, repairs and maintenance. Care and support services are provided by commissioned care providers.

PSH recognises that, on occasion, our services may fall below expected standards. Where this happens, or where we are legally required to do so, compensation may be appropriate.

This policy sets out PSH's approach to compensation and provides a clear and consistent framework for determining when compensation may be paid, the types of compensation available, and how claims will be considered.

2. Legal and Regulatory Framework

This policy has been developed in line with the Regulator of Social Housing's Transparency, Influence and Accountability Standard, which requires registered providers to be open and transparent with customers, to provide clear and accessible information, and to ensure that customers have effective routes to raise concerns and seek redress where service failure has occurred.

Relevant legislation and guidance include, but is not limited to:

- Housing Ombudsman Service – Complaint Handling Code (April 2024)
- Housing Act 1985
- Home Loss Payments (Prescribed Amounts) (England) Regulations
- Right to Repair legislation

This policy aligns with the Housing Ombudsman Service (HOS) guidance on compensation.

This policy should be read alongside PSH's Complaints Policy, Repairs Policy and Decant Policy.

3. Definitions

Compensation

A payment or other remedy intended to acknowledge loss, inconvenience, distress or damage caused by a service failure.

Discretionary Compensation

A goodwill payment made where Portus Supported Housing is not legally required to compensate but considers it fair and reasonable to do so.

Home Loss Payment

A statutory payment made to recognise the distress and inconvenience of permanently losing a home, in line with legislation.

Disturbance Payment

A statutory payment intended to cover reasonable costs incurred when a customer is required to move home, either temporarily or permanently.

4. Scope

This policy applies to all PSH customers, including former customers where relevant.

The purpose of compensation is to provide fair redress and, where possible, restore the customer to the position they would have been in had the service failure not occurred.

The policy covers both statutory compensation payments required by law and discretionary goodwill payments where PSH considers this appropriate.

Compensation may be financial or non-financial, such as carrying out remedial works or offering practical solutions, depending on what best resolves the issue.

This policy does not apply where legal proceedings are underway, where a claim is being dealt with through PSH insurers, or where an insurance claim should reasonably be made through the customer’s own contents insurance.

5. Our Approach to Compensation

Portus Supported Housing is committed to delivering high-quality housing services. Where we fail to meet our service standards and this results in loss, inconvenience or distress, we will consider whether compensation is appropriate.

Compensation may be offered either as part of the complaints process or where PSH has a legal obligation to do so.

Each case will be considered on its individual merits. In doing so, PSH will take account of the nature and seriousness of the service failure, how long the issue persisted, the impact on the customer, any actions taken by the customer, and compensation awarded in similar cases.

All compensation payments outside of the guideline amounts set out in Section 6 below must be approved by the Managing Director or another member of the Executive Team and will be confirmed in writing. Compensation will only be paid directly to the customer or their appointed representative.

6. Discretionary Compensation

Discretionary compensation is a goodwill payment made where there is no statutory requirement to compensate.

Such payments may be considered where Portus Supported Housing has failed to deliver a service to the expected standard, where damage has been caused as a direct result of PSH's actions, where a customer has lost use of part of their home or essential services due to a PSH repair failure, where extensive repairs require temporary rehousing, or where no other appropriate form of redress is available.

The amounts set out below are intended as a guide only. They do not represent automatic or fixed awards, and the level of compensation offered will always be informed by the individual circumstances of the case, including duration, severity, vulnerability, and cumulative impact.

Discretionary payments will normally be awarded in line with the following framework:

Circumstance	**Amount**
General service failure	£25
Accidental damage	Replacement cost (subject to proof of purchase)
Loss of room or facilities beyond published timescales	25% of weekly rent (excluding service charges), pro rata
Additional fuel costs (temporary heating, Oct-Mar)	£5 per day
Loss of hot water	£3 per full day
Loss of mains water	£5 per full day
Loss of power	£5 per 24-hour period
Use of dehumidifier/portable heaters	£5 per day
Food costs where cooking facilities unavailable	£8 per person per day
Discretionary decorating allowance	£25 per room
Missed arranged appointment	£5

7. Exclusions

Compensation will not normally be paid where:

- Reasonable access was not provided
- The loss was caused by customer negligence, a third party, or circumstances beyond PSH's control.

- Legal proceedings are ongoing
- The matter should be dealt with through insurers
- The claim relates to personal injury
- The loss should reasonably be covered by contents insurance
- A service charge adjustment is a more appropriate remedy.

8. Home Loss and Disturbance Payments

Home loss payments will be made where a customer is required to permanently move due to demolition or redevelopment, in line with statutory requirements.

Disturbance payments may be made where a customer is required to move either temporarily or permanently due to major works. These payments are intended to cover reasonable moving-related costs and will be managed in accordance with Portus Supported Housing's Decant Policy.

9. Dealing with Compensation Claims

Claims for compensation will be considered fairly, sensitively and on a case-by-case basis. Customers may be asked to provide supporting evidence, and where this is not provided, PSH may be unable to progress the claim.

Where appropriate, compensation may be offset against rent arrears, service charge arrears or other debts, unless the payment relates to reimbursement for specific costs incurred, or where offsetting would be unreasonable or negate the purpose of the compensation.

10. Monitoring and Review

All compensation payments will be recorded and monitored. Compensation data will be used to support service improvement and will form part of Portus Supported Housing's complaints reporting to the Customer Committee.

This policy will be reviewed every three years, or sooner if required by changes in legislation or regulation.